

Interim Report

The NC DHHS Communications and Coordination Initiative

Prepared for: The NC Study
Commission on Aging

By: The NC Division of Aging
and Adult Services

October 27, 2004

Agenda

- Background Information
- State-Developed Resources
- Mecklenburg County's Progress
- Rowan County's Involvement
- Planned Evaluation Activities
- Future of the Initiative

Background Information

- NC Institute of Medicine's 2001 Final Report: A LTC Plan for NC
 - Recommendation #11
 - Recommendation #16
- Studies Act of 2001 (S.L. 2001-491, Section 22.1)
- Session Law 2003-284, Section 10.8F
- Development of a State Team

5 State-Developed Resources

1. Core LTC Service Evaluation Tools

- (blue handout)
- 22 services, extremely flexible
- Use both “hard-data” and “soft-data”
- 3-4 levels of review
- Designed to assist counties/regions in assessing their LTC services and overall system re.:

Existence

Efficiency/Duplication

Adequacy

Equity

Accessibility

Effectiveness/Quality

State-Developed Resources

2. Planning Matrix (pink handout)
3. Planning Basics Notebook (2nd blue handout)
 - A “How-To” manual for lead agents
 - 300+ pages, lots of resources for further reading
4. Various Trainings
5. Communications and Coordination Website (green handout)
 - www.dhhs.state.nc.us/ltc/localplanning.htm

Pilot Site Requirements

- Follow IOM Recommendation #16
- Implement an *inclusive* and *comprehensive* process to facilitate LTC coordination, resulting in:
 - the development of LTC core services
 - coordination of local services
 - streamlining access to services
- Evaluate their local LTC system and/or services
- Develop and implement a county strategic plan
- Inform local and state policymakers

Pilot Site Selection

- June 4, 2004: RFP released (please see white sheet):
 - Endorsement letter from County Commissioners
 - Signed lead agent statement of commitment
- 5 counties/regions applied
- LTC Cabinet chose:
 - New Hanover County (N.H. Department of Aging)
 - Mecklenburg County (Mecklenburg Co. DSS)

Technical Assistance to Pilots

- Oct. 9, 2003 – Orientation
- October 23 and 24, 2003 – ½ day strategy meetings with individual counties
- In-county trainings in December 2003 (Mecklenburg) and March 2004 (New Hanover)
- Numerous visits to observe their team meetings
- Frequent telephone and email contact
- Videoconference in May 2004
- Assisted with RWJF applications

Non-Pilot Counties

- Rowan County
- Lincoln/Cleveland/Gaston Counties
- Forsyth County

Mecklenburg Status of Seniors Initiative (SOSI)



Senior-Friendly
Mecklenburg



John Highfill, Special Projects Coordinator
Mecklenburg Co. Dept. of Social Services

Status of Seniors Initiative (SOSI)

Vision

To foster a senior-friendly community that values dignity and independence for all older adults.

Status of Seniors Initiative

Mission

To engage the community in creating a dynamic plan that enhances the quality of life of older adults by focusing resources on their needs.

SOSI's Guiding Principles

- Senior-friendly community
- Age in place, whenever possible
- Ensure opportunities for needed service for all income levels

SOSI's Initial Issues to be Studied

1. Facilities and Institutions
2. Food and Nutrition
3. In-Home Support Services
4. Leisure, Education, Recreation and Socialization
5. Transportation

Process

- Community Event held
 - in November 2003
 - with 150 participants
- Five work groups formed
- Completed the Report Template
- March 2004 Event at Senior Center to determine priority recommendations
- Report written by Lee Institute

Planning Process

- September 2003 to May 2004 (and continuing)
- 400+ community volunteers
- 3,600+ collective volunteer hours
- Facilitated by The Lee Institute
- Guided by Executive Advisory Board and Steering Committee

Planning Process Continued...

- Community-Based Issue Groups
- Public forums
- Outside research teams
- Leaders from the aging network and other “communities”
- DHHS Evaluation tools

Next Phase of Work

- Work groups around each of the seven recommendations
- Two new work groups: Adults with Disabilities and the Physical Environment
- Spring Event to prioritize strategies
- Devise coordinated implementation plan
- Engage civic leaders and diverse stakeholders

Major Successes and Barriers

Major Successes

- Collaboration
- Commitment from Volunteers
- Our Reports
- State “Grant”

Major Barriers

- Time
- Staff
- Dollars
- Limited private sector involvement

For More Information...

Report and additional data available at:

<http://statusofseniors.charmeck.org>

To get involved, please call:

704-000-0000

Rowan County

Experience as a A Non-Pilot County

Gayla Woody,
Director, Centralina COG Area Agency on Aging

Evaluation Plan: Purpose/Focus

- Concrete plan reflecting the needs of the community developed in some specific and measurable ways for strengthening LTC services for *both* older adults and adults with disabilities (18-59)?
- Was the amount of communication and coordination among agency stakeholders and consumers/families increased compared to previous planning initiatives?

Phase 1: Process Evaluation

- Extent to which pilot counties:
 - Identified opportunities and barriers to developing a local LTC planning process
 - Aided in development of core LTC services
 - Caused local planning and LTC services to become more streamlined, accessible, and coordinated
 - Allowed consumers input into LTC planning
 - Increased communication and TA between the State and local interests

Phase 2: Evaluating End-Results

- Documenting the continued efforts of the pilot projects (past the pilot year)
- Analyzing the county's strategic plans
- Documenting implementation activities
- Determining the usefulness of the State's TA
- Evaluating the activities and commitment of the lead agents
- Assessing the usefulness of the State-developed resources



Future of the Initiative

Thank You...

Any Questions?